

2003 STATEWIDE CONSUMER SURVEY

(Survey Period: April through May 2003)

Focus: Maricopa County


**Arizona Department of Health Services
Division of Behavioral Health Services
February 2004**

STATEWIDE RESULTS

SURVEY HIGHLIGHTS

- ◆ Improved consumer participation:
 - In terms of response rate
 - ◆ Adult: 78% compared to 19% in 2001
 - ◆ Families: 79% compared to 14% in 2001
 - In terms of volume
 - ◆ Adult: n=1,996 compared to n=1,356 in 2001
 - ◆ Families: n=1,783 compared to n=394 in 2001
- ◆ Improved percentage of clients responding positively on all survey domains
- ◆ Improved percentage of clients responding positively across all survey items
- ◆ High percentage of respondents provided written comments (adults - 94%; Families - 97%)

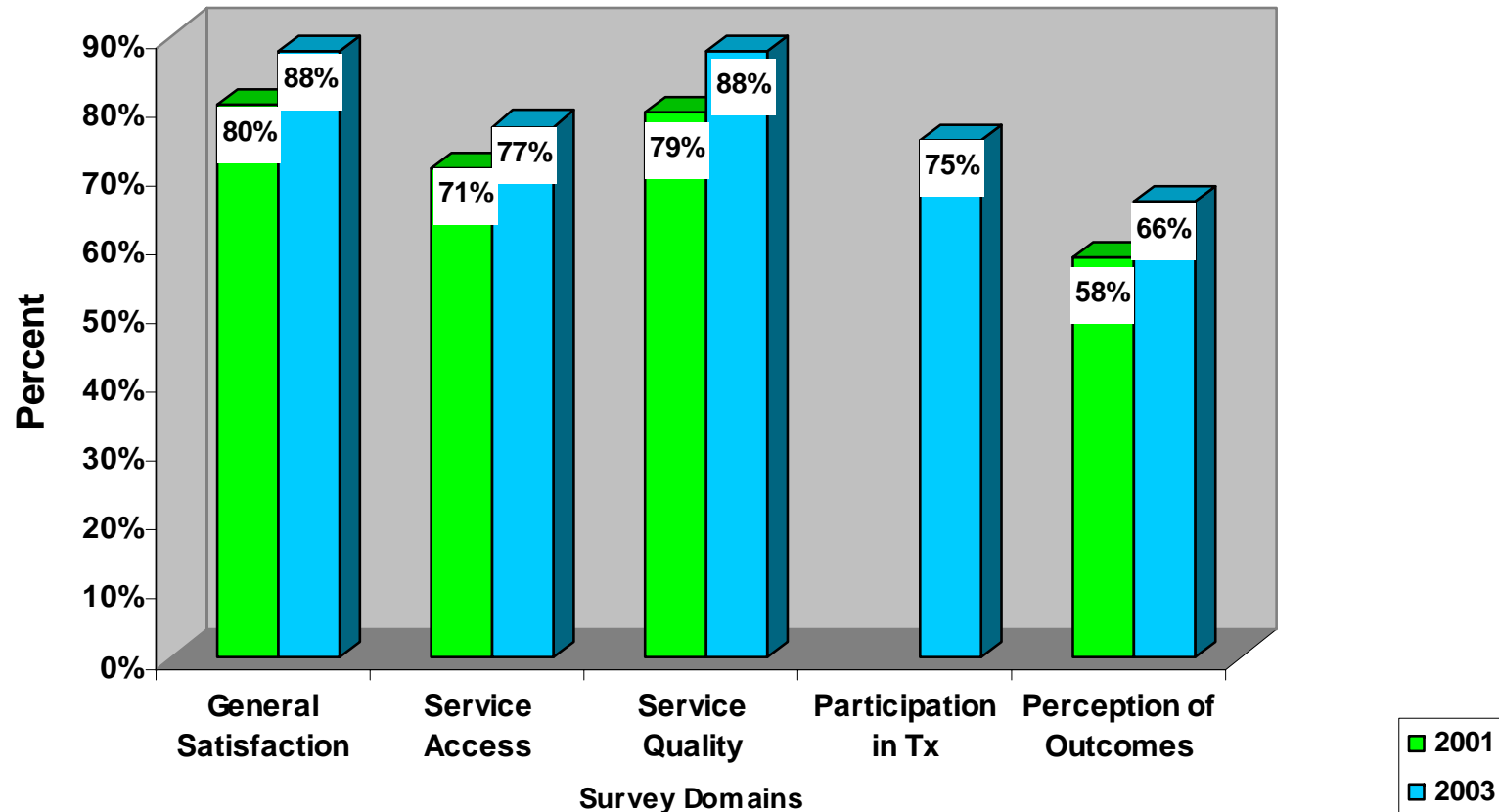
SURVEY METHODOLOGY

- ◆ Random sample of pre-selected enrolled population receiving services at time of survey and met the survey eligibility criteria
 - ◆ Surveys were distributed by non-treatment staff at the provider level upon check-in by client for appointment
 - ◆ Respondents completed the survey prior to their appointment and used drop-box provided on site
- 
- A stylized silhouette of a mountain range in shades of teal, located in the bottom right corner of the slide.

OVERALL FINDINGS

Adult Consumer Survey

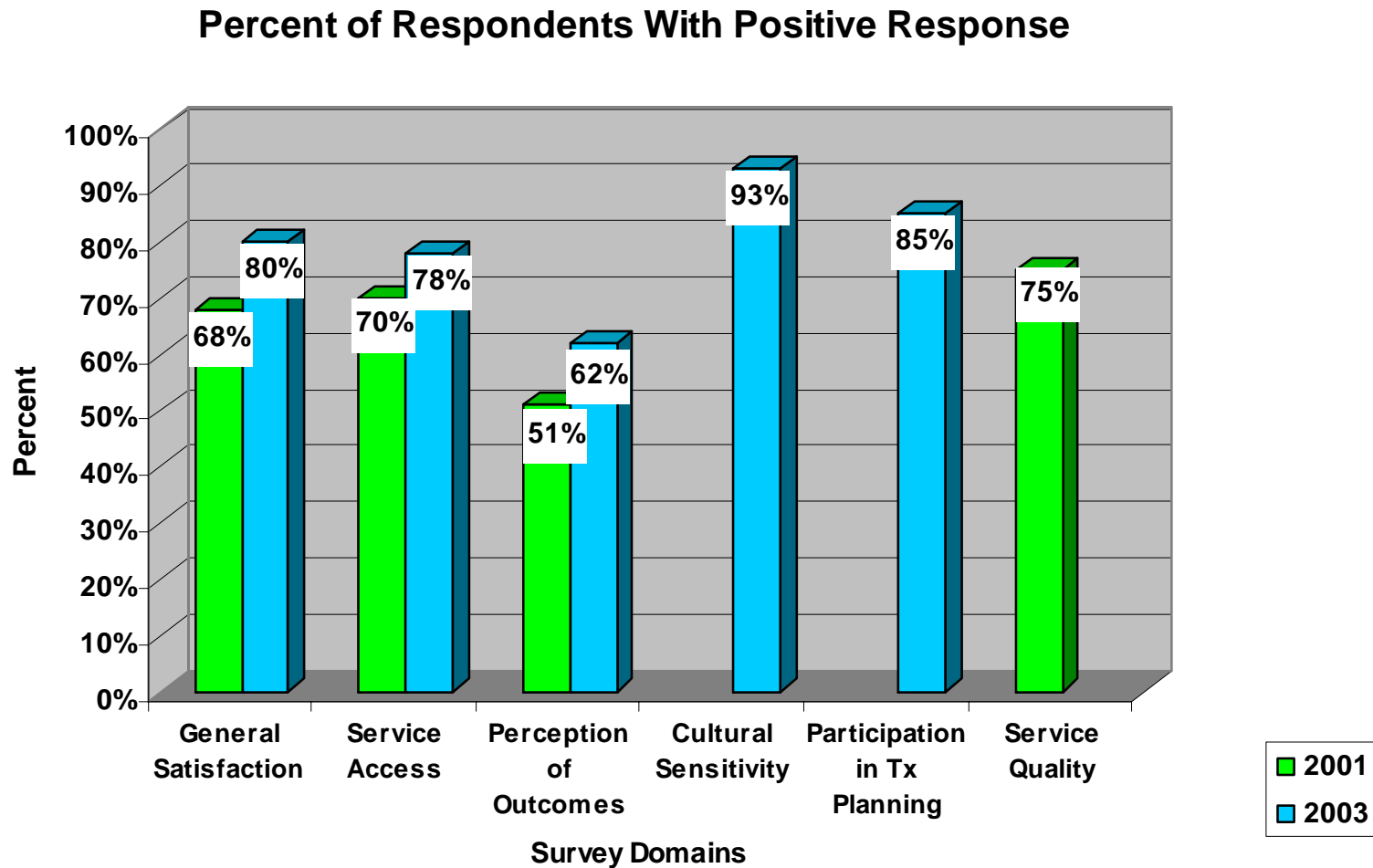
Percent of Respondents With Positive Response



- ◆ Participation in Treatment Planning domain was part of the Service Quality Domain for 2001.

OVERALL FINDINGS

Youth Services Survey for Families

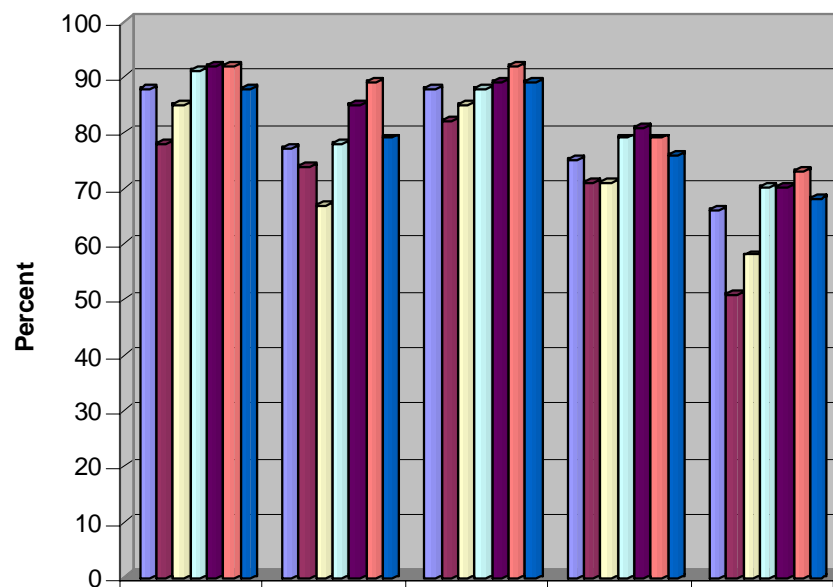


- ◆ The Service Quality Domain was collapsed into Cultural Sensitivity Domain, Participation in Treatment Planning Domain and the rest of the service quality questions were included in the General Satisfaction Domain for 2003.

OVERALL FINDINGS

RBHA PERFORMANCE: 2003 Adult Consumer Survey

Percent of Respondents with Positive Response

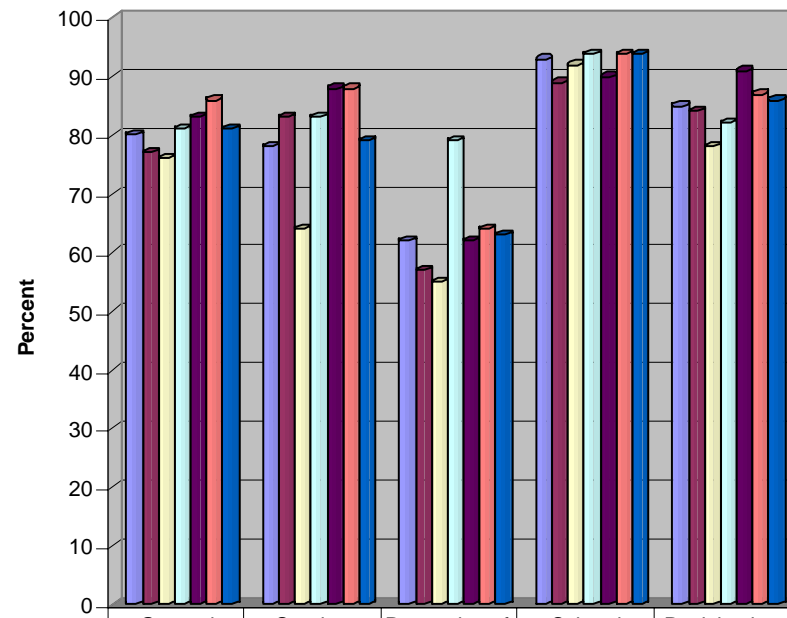


	General Satisfaction	Service Access	Service Quality	Participation in Tx	Perception of Outcomes
State	88	77	88	75	66
CPSA 3	78	74	82	71	51
CPSA 5	85	67	85	71	58
EXCEL	91	78	88	79	70
NARBHA	92	85	89	81	70
PGBHA	92	89	92	79	73
VO	88	79	89	76	68

OVERALL FINDINGS

RBHA PERFORMANCE: 2003 Youth Services Survey for Families

Percent of Respondents with Positive Response



	General Satisfaction	Service Access	Perception of Outcomes	Cultural Sensitivity	Participation in Tx
State	80	78	62	93	85
CPSA 3	77	83	57	89	84
CPSA 5	76	64	55	92	78
EXCEL	81	83	79	94	82
NARBHA	83	88	62	90	91
PGBHA	86	88	64	94	87
VO	81	79	63	94	86

MARICOPA COUNTY

speaks out ...

Total # of adult respondents: 829
Response rate: 77%

Total # of (YSS) family respondents: 886
Response rate: 75%

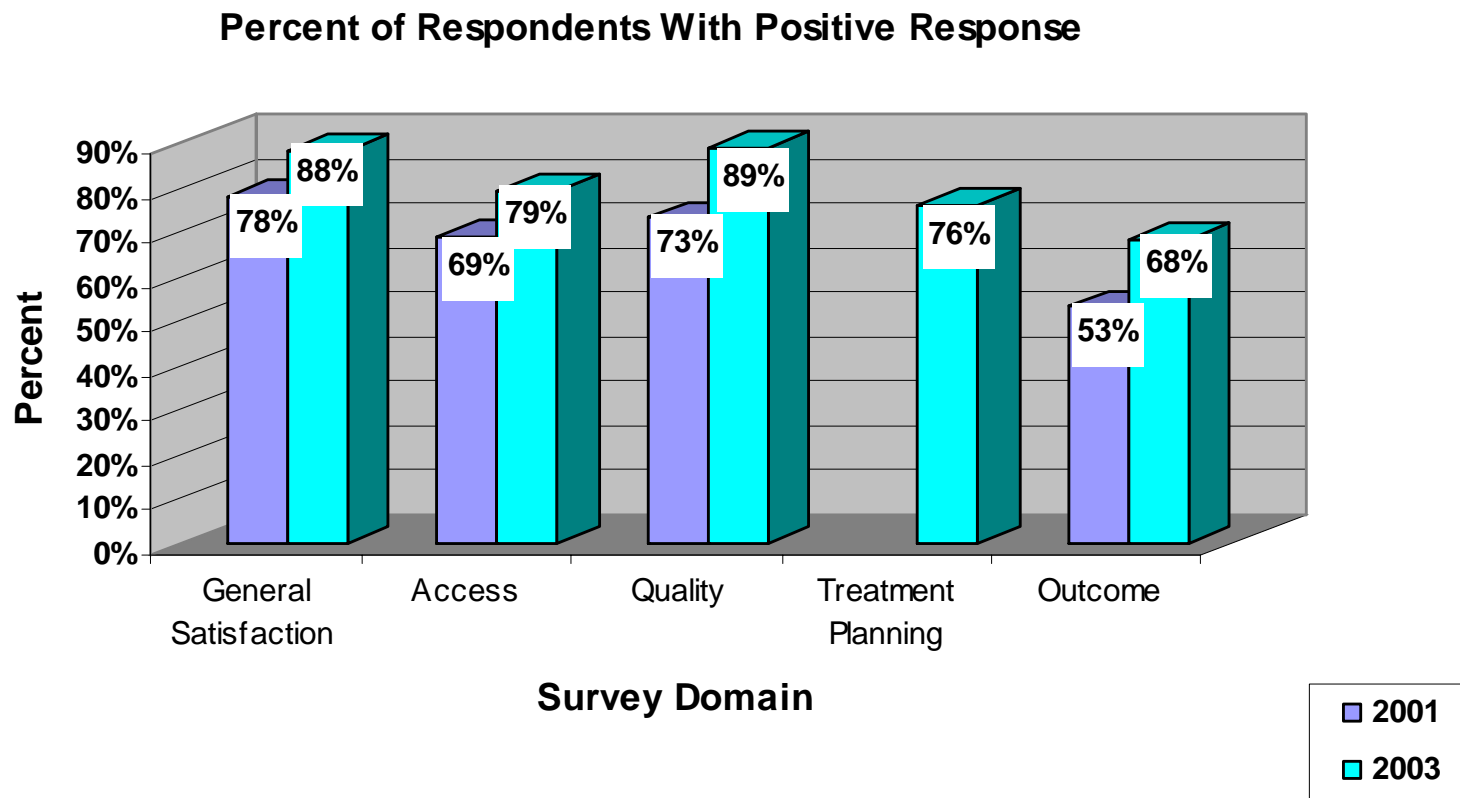
ADULT CONSUMER SURVEY

Profile of Respondents

- ◆ Gender: Male 39% Female 61%
- ◆ Entitlement: TXIX 80% NTXIX 20%
- ◆ Program: SMI 17% NSMI 84%
- ◆ Race: White 70% African American 9%
Asian 0.9% Native American 4%
- ◆ Ethnicity: Hispanic 21% Non Hispanic 79%

Adult Consumer Survey


Domain Scores



- ◆ Participation in Treatment Planning domain was part of the Service Quality Domain for 2001.

ADULT CONSUMER SURVEY

Five Highest Scored Items

- ◆ I was given information about my rights.
 - ◆ I like the services that I receive here.
 - ◆ I felt comfortable asking questions about my treatment and medication
 - ◆ Staff respected my wishes about who is and who is not to be given information about my treatment
 - ◆ Staff here believe that I can grow, change and recover
- 
- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the bottom edge of the text area.

ADULT CONSUMER SURVEY

Five Lowest Scored Items

- ◆ My housing situation has improved.*
- ◆ My symptoms are not bothering me as much.*
- ◆ I do better in work and/or school.*
- ◆ I do better in social situations.*
- ◆ I was able to see a psychiatrist when I wanted to.

* Cited in 2001 Five Lowest Scored Survey Items.

ADULT CONSUMER SURVEY

Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response

- ◆ General satisfaction:
SMI (75%) NSMI (90%)
- ◆ Access to Services:
TXIX (83%) NTXIX (76%)
- ◆ Quality and Appropriateness of Services:
TXIX (91%) NTXIX (86%)
- ◆ Participation in Treatment Planning:
SMI (70%) NSMI (77%)
Male (72%) Female (78%)
- ◆ Perception of Outcomes:
SMI (61%) NSMI (69%)
Male (74%) Female (64%)

ADULT CONSUMER SURVEY

Other Findings: Selected State-Added Questions Percent Agreeing to the Statement

- ◆ **Informed Consent:** *If you were given medication for emotional or behavioral problems, did you give consent to the person prescribing the medication?*
(93%)
- ◆ **Receipt of Medical Care:** *In the last year, other than going to a hospital emergency room, did you see a doctor or nurse for a physical health check-up, physical exam or because you were physically sick?*
(72%)

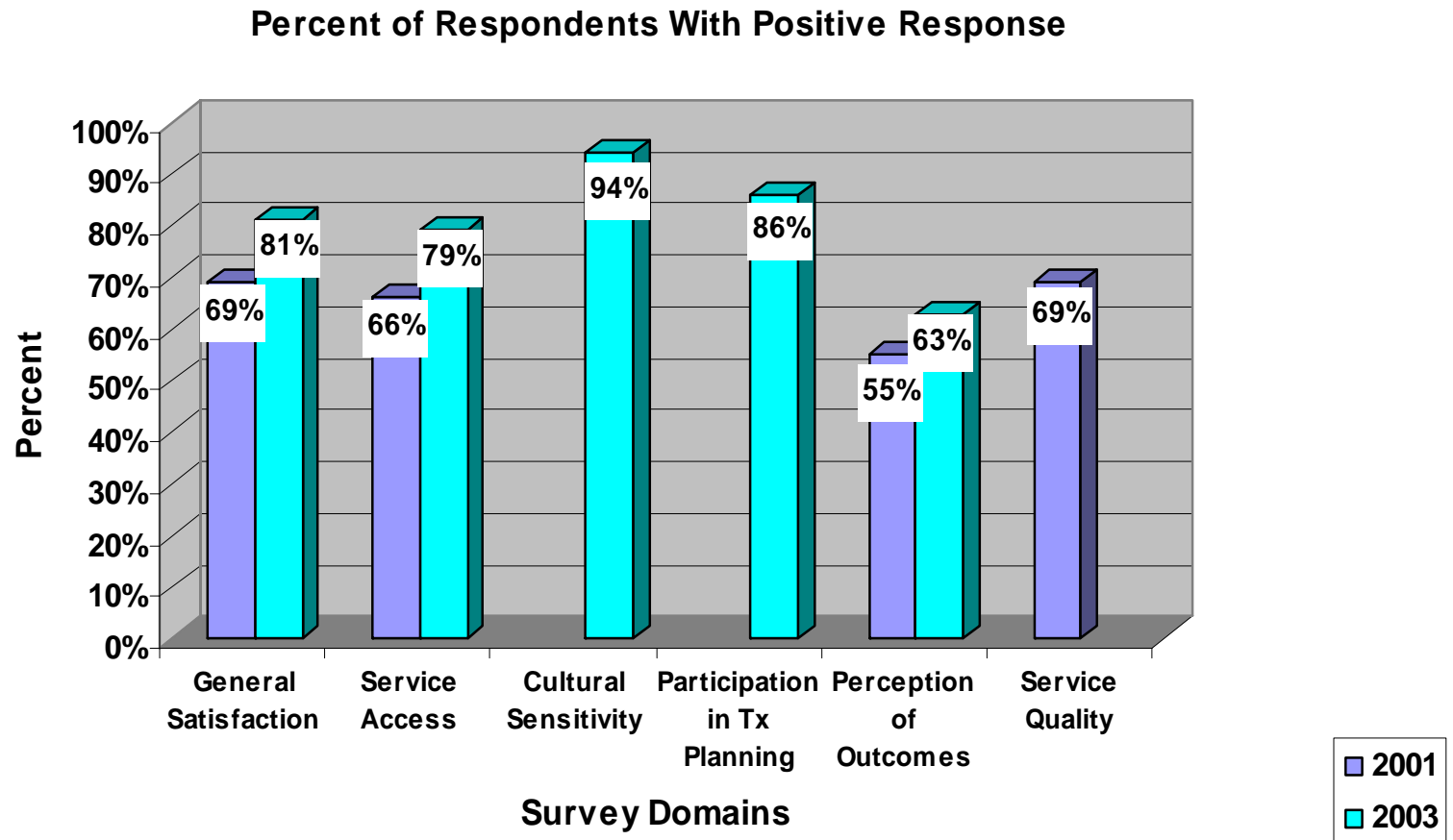
YOUTH SERVICES SURVEY – FAMILIES

Profile of Youth Receiving Services

- ◆ Gender: Male 66% Female 34%
- ◆ Entitlement: TXIX 85% NTXIX 15%
- ◆ Age: (0-12) 68% (13-17) 31%
- ◆ Race: White 67% African American 14%
 Native American 2% Other 17%
- ◆ Ethnicity: Hispanic 28% Non Hispanic 72%

YOUTH SERVICES SURVEY – FAMILIES


Domain Scores



- ◆ The Service Quality Domain was collapsed into Cultural Sensitivity Domain, Participation in Treatment Planning Domain and the rest of the service quality questions were included in the General Satisfaction Domain for 2003.

YOUTH SERVICES SURVEY – FAMILIES

Five Highest Scored Items

- ◆ Staff spoke with me in a way that I understood.
 - ◆ Staff treated me with respect.
 - ◆ I participated in my child's treatment.
 - ◆ Staff were sensitive to my cultural/ethnic background.
 - ◆ Staff respected my family's religious/spiritual beliefs.
- 
- A stylized silhouette of a mountain range in shades of teal, located in the bottom right corner of the slide.

YOUTH SERVICES SURVEY – FAMILIES

Five Lowest Scored Items

- ◆ I am satisfied with our family life right now.*
- ◆ My child is better able to cope when things go wrong.*
- ◆ My child gets along better with family members.*
- ◆ My child gets along better with friends and other people.*
- ◆ My child is doing better in school and/or work.

** Cited in 2001 Five Lowest Scored Survey Items.*

YOUTH SERVICES SURVEY – FAMILIES

Other Findings: Subgroup Analysis With Largest Difference in Percentage of Positive Response

- ◆ General Satisfaction:

TXIX (80%)

Hispanic (85%)

NTXIX (86%)

Non-Hispanic (79%)

- ◆ Service Access:

Hispanic (83%)

Non-Hispanic (77%)

- ◆ Perception of Outcomes:

Male (61%)

Female (65%)

- ◆ Cultural Sensitivity:

All subgroup responses showed clustering.

- ◆ Participation in Treatment Planning:

All subgroup responses showed clustering.

YOUTH SERVICES SURVEY – FAMILIES

Other Findings: Selected State-Added Questions

Percent Agreeing to the Statement

- ◆ **My child is staying out of trouble with the law (88%)**
- ◆ **The treatment team has helped us find people in the community to help support our goals (55%)**
- ◆ **If your child was given medication for emotional or behavioral problems, did you give consent to the person prescribing your child's medication? (92%)**
- ◆ **If your child was given medication for emotional or behavioral problems, did the person prescribing the medication inform you about the medication, e.g. what side effects to watch for? (89%)**

CONSUMER COMMENTS

What have been some of the most helpful things about the services you (your child) received over the last 6 months?

◆ Themes (Adult and YSS-Families)

- Support/outreach
- Medication access*
- Educational services
- Counseling*
- Symptomatic improvement

**Cited in 2001 Survey.*

CONSUMER COMMENTS

What would improve the services that you (your child) received here?

◆ Themes (Adult and YSS-Families):

- Appointment availability
- Outside referrals
- Staff turnover*
- Transportation
- Quality of care (...“our needs were not met or taken seriously”...) *
- Location

**Cited in 2001 Survey.*

STATE REPORT FEATURES

- ◆ Other available data:
 - By survey item
 - By subgroup (gender, race, ethnicity, age groups, SMI and Non-SMI)
 - Respondent profile
 - Thematic analysis of consumer comments by RBHA
- ◆ Title XIX/XXI Survey Analysis
- ◆ Benchmarking with Other States
- ◆ Benchmarking with Past Survey Performance
- ◆ Lessons Learned from the TRBHA Pilot Survey
- ◆ Survey Limitations, Issues and Problems

NEXT STEPS

- ◆ Disseminate survey results to stakeholders
- ◆ Use data in provider network development, quality improvement initiatives, program/service evaluation
- ◆ RBHAs will use the results to work with respective provider agencies in developing and/or strengthening performance improvement initiatives